TESTIMONY

before the

SUBCOMMITTEE ON COAST GUARD AND MARITIME TRANSPORTATION
U.S. HOUSE OF REPRESENTATIVES

by

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PORT OF WILMINGTON, DELAWARE

January 24, 2006

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Good morning to you Mr. Chairman, and to the members of this Committee. I want to thank you for the opportunity to present testimony today in reference the TWIC card experience at the Port of Wilmington, Delaware. My name is William Boles, and I am the Security Manager for the Diamond State Port Corporation. The Diamond State Port Corporation is owned by the State of Delaware and operates the Port of Wilmington, Delaware.

The Port of Wilmington, Delaware is a full-service deepwater port and marine terminal handling over 400 vessels per year with an annual import/export cargo tonnage of 5 million tons. Today, Delaware's terminal is the busiest on the Delaware River. In addition, over 185,000 trucks and 255,000 passenger vehicles pass through our main gate on a yearly basis. We are currently in our 'fruit season'. This begins in mid December and continues through mid May. The Port of Wilmington, Delaware is a major importer of Chilean fresh fruit in the United States. Our truck volumes during this 'season' can exceed 1,000 trucks and 1,200 passenger vehicles a day.

Early in 2002, the Port of Wilmington, Delaware volunteered with the Maritime Exchange for the Delaware River & Bay to partner with MARAD in a pilot project for the Transportation Worker Identification Credential card. Shortly afterwards, an East Coast TWIC Team met and worked with us in developing a process for this card, based on our individual needs. The Transportation Security Administration was assigned this project, and there was excellent cooperation and communication between the team and stakeholders.

Within a year, the Team Leader left the project and a whole new team emerged. The communication and cooperation also left with this original team, and the stakeholders were left to simply respond to decisions made by the Transportation Security Administration.

The Technology Evaluation phase of the TWIC card started on July 23, 2003 at the Port of Wilmington. We evaluated three (3) different technologies for access control during this phase of the project: the magnetic stripe, barcode and ICC chip (contact) were the three (3) technologies chosen.

- MAG-STRIPE – The magnetic stripe on the TWIC card was used in our primary access lane. Although this card had a limited level of security, it was quick, efficient and still works today.

- BARCODE – This technology was used in our truck entrance lane. It too had a limited level of security but also was quick and efficient. This technology continued to work until August 2005.

- ICC CHIP - This technology was used as a contact card. The TWIC card was physically inserted into a card reader at the pedestrian turnstile and was also used in the exit lane for trucks. In September 2003, the ICC Chip began to fail on a few TWIC cards, due to wear from the constant contact.

The integration teams chosen by the TSA for the technology evaluation phase of the TWIC card were exemplary. The communication and cooperation in implementing this phase of the TWIC card was smooth and uneventful. Any and all problems were quickly addressed and solved. Over 3,800 technology evaluation phase TWIC cards were issued at the Port of Wilmington, Delaware during this period.

The stakeholders were originally advised that the TWIC card pilot project was designed to flow from one technology phase to the next. This would have prevented the stakeholders from constantly changing access control cards every few months. One of our major concerns was having port tenants, customers and employees constantly switching from one access card to another and back again as each phase of the TWIC card project started and ended. My concern became a reality on May 30, 2004.

The technology evaluation phase officially ended October 20, 2003. However, in response to my concerns, the TSA arranged for continuing support for this card until the prototype phase began. On April 30, 2004 the Port of Wilmington, Delaware was notified that this continuing support would end on May 30, 2004 with no clear start date for the prototype phase. The Port of Wilmington then had to issue different identification cards to new employees, tenants and customers in addition to individuals who had to replace their TWIC card for whatever reason. This caused access control and administrative problems for the port and our customers.

On July 1, 2004 the Port of Wilmington, Delaware implemented its Facility Security Plan with the technology evaluation phase TWIC card as the basis of it's access control system, even though we were unable to issue any cards in that format.

On June 1, 2005 the Transportation Security Administration, through its integrator, 'Bearing Point', started enrolling individuals at the Port of Wilmington for the Prototype phase TWIC card. Interest in this card was minimal, because there were no readers in place to use these cards.

The Port of Wilmington along with its security integrator had been working with 'Bearing Point' for months attempting to obtain specific technical information in order to obtain the proper card readers to implement this card. It appeared that 'Bearing Point' was intentionally keeping this information for themselves since they did not provide it freely. It was only after several meetings with our security integrator, 'HID corporation' technicians, 'Honeywell' technicians and Mr. Greg Fisher of the TSA did we resolve the issue and obtain the proper readers. It was on June 30, 2006, the final day for the prototype phase of the TWIC card, when the prototype phase TWIC card readers were installed at our main gate access points.

Once the readers were in place, interest in this card increased and gradually port tenants, customers and employees enrolled. We had some difficulties with the card readers that were installed by 'Bearing Point's' integrators, but our security integrator resolved the issues and the Prototype phase TWIC card became the primary access card for the Port of Wilmington. We now have over 1,600 individuals enrolled for the prototype TWIC card. In addition to this, we have approximately 50 prototype TWIC cards working in our access control system that were created at either the Maritime Exchange for the Delaware River and Bay or Holt Terminal in Gloucester, New Jersey. We are also able to apply differing levels of access for individuals at our port, depending on their job descriptions.

The Port of Wilmington has completely committed itself to the TWIC card project. We have had our ups and downs in committing to this card, as have our tenants, customers and employees. But through it all, we now have an ID card that works. We can count on the fact that anyone with the TWIC card has been vetted with a Terrorist Watch List check. This phase of the TWIC card uses 'wireless' technology that quickly and efficiently allows access for authorized individuals with a card that is not likely to wear out in a short time period. With authorization, we have a single ID card that can be used in multiple TWIC participant locations or terminals. As far as I'm concerned, the TWIC card is a reality with two exceptions.

I believe the Transportation Security Administration missed out on two (2) opportunities to advance the success of this card during this prototype phase. Number one is the missed opportunity to enroll Canadian truck drivers. The Port of Wilmington, Delaware is serviced by over 700 Canadian truck drivers from some of the largest trucking companies in Canada. This naturally reduced the number of prototype TWIC cards at the Port of Wilmington, but also missed the opportunity of have this ID card recognized at the U.S. border with Canada. The second missed opportunity was not utilizing the biometric features of this card in a seaport setting. As learned from the ICC Chip failure during the technology evaluation phase, there was a missed opportunity to evaluate different fingerprint readers in a seaport setting to learn what readers would work best in this situation.

Finally, I would like to take this opportunity to appeal for continued support of the prototype phase TWIC card through the implementation date. We are currently in a 'sustainment phase' supported by the Transportation Security Administration until at least February 28, 2006. As I stated earlier, there was skepticism when this phase of the TWIC card started, due in part to the sudden termination of the technology evaluation phase. Our stakeholders are now accepting this 'new' TWIC card and appreciate the many features it presents. I know that Holt Terminals in Gloucester City, New Jersey is now talking with our security integrator to have this TWIC card not only serve as an access control card, but to also integrate it into their hiring system. Several tenants at the Port of Wilmington, Delaware are considering using this card to allow access to their facilities, however they fear that this program will quickly stop, just as before.